

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

November 15, 2001
Ft. McDowell Yavapai Nation
Ft. McDowell, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson
*Dan Scott, Apache Junction
*Katie Post, Avondale
Velma Washington, Buckeye
Patti Walton for Richard Speer, Chandler
Michelle Busch, El Mirage
*Janet Laird, Gilbert
*Sheila Pattee, Glendale
*Chris Nadeau, Goodyear
Joe Noce, Mesa
Tom Melton, Maricopa County
Bruce Barrows, Paradise Valley
*Viola Bent, Peoria
Curtis Thomas, Salt River Pima-Maricopa
Indian Community

Gail Denney for Ramsey Beckstead, Scottsdale
*Ken Blume, Surprise
Karen Allen, Tempe
*Jeff Walter, Tolleson
*Ronnie Miller, Wickenburg
*+Carol McLeod, ASU
*+Barbara Jaeger, ADOA
*+Fred Christley, Capitol Police
+Donna Contreras for Debbie Henry, DPS
+Mark Bach, Ft. McDowell Yavapai Nation
*+Arnold Castro, Luke AFB
+Louise Smith, Phoenix
+Mary Leonard, Phoenix
+Joe Gibson, Rural Metro/Southwest
Ambulance

* Those members neither present nor represented by proxy.
+ Ex-Officio member.

OTHERS PRESENT

Rod Thompson, Rural Metro
Mary Dysinger-Franklin, Phoenix
Fred Miller, Plant Equipment
Bob Bobbett, Qwest
Jim Martin, Pinal County
Ed Raastad, Pinal County
Enrique Isaguirre, El Mirage

Maxine Horn, DPS
Virgie Tsosie, Ft. McDowell
Mark Mahoney, Phoenix
Raymond Wall, Sprint PCS
Pam O'Neill, Qwest
Gus Meyers, Qwest
Sharon Manson, DPS
Jean Maiocco, Phoenix

1. Call to Order

Susan MacFarlane, chairperson, called the meeting to order at 9:10 a.m. Self-introductions were made.

2. Approval of the September 27, 2001 PSAP Managers Meeting Minutes

Patti Walton moved, Michelle Busch seconded, and it was unanimously carried to approve the September 27, 2001 PSAP Manager's meeting minutes.

3 MSAG Information Report

Jean Maiocco again advised anyone who doesn't have 911 Net to please do so. She is no longer providing hard copies of MSAG and it will provide our system better statistics.

Jean also mentioned that Intrado has only been able to process one central office and the numbered streets that she had submitted for the Mesa area. They hope to be able to eventually do batch processing. They have to purchase a program and have requested that in their budget.

Tom Melton mentioned that he and Rural have put the MSAG in an Access database. Anyone that wants it should give him a call at 602-256-1675.

4. Qwest 911 Account Team Report

Bob Bobbett, Qwest, reported that several agencies through out the state have been upgraded: Glendale, Prescott, Rural –Yuma, Cottonwood, Page, Sommerton, and Pima County. He also stated that all 10/20 digit ANI have been completed. SS7 should be completed this weekend.

Bob advised that Linda Sorensen was in a bicycle accident and will be out for 6-8 weeks and then back on limited basis.

Bob introduced Fred Miller, Plant Equipment. Fred advised he has taken over as the nine states area sales representative. He noted that he also has 14 years public safety experience and is looking forward to working with us.

5. Qwest Maintenance Report

Gus Meyers said that now that the SS7 and 10/20 digit ANI projects are nearing completion he would be getting back to regular visits to each of the PSAPs.

Michelle Busch, El Mirage, noted that they were having a 911 problem and that Qwest did an excellent job and was very helpful in fixing it. Rain was part of the problem.

Capitol PD should be completed tomorrow. There is intensive program coordination with Plant on this. They will need to turn down the server once or twice.

Joe Noce, Mesa, mentioned the 911 problems he has been experiencing where he was receiving a large amount of 911-0000 and 000-0000 ANI failure calls. On the 000-0000 calls he was also unable to determine the trunk it came in on. Apparently Phoenix PD had a similar problem and El Mirage mentioned they did too. Susan will pass on this information to Jim Winegarden at Qwest.

Susan provided the group with the list of the 10 digit PSAP routing numbers that will be used for intertandem transfers. She asked why Prescott Valley did not have a number and it was determined that shortly they will no longer be a PSAP and the Prescott PD will be dispatching for them. Bob said he would look into getting an interim number. Susan also mentioned that the 0110 for Phoenix Fire would be going away because they have combined their trunks. They no longer have some for fire and some for EMS.

6. ADOA Report

Barbara Jaeger, ADOA, was unable to attend but provided a report with Mary Dysinger-Franklin. She reported that Wilcox PD completed their upgrade to Enhanced 911 on Oct. 3. She mentioned that correction to the database prep simulation for Benson, Douglas, Huachuca City and the Palominos CO has been returned to Qwest. Another one should be run toward the end of February. Gila County is currently in the process of putting together a funding proposal to complete their rural addressing. Tucson PD, Tucson Fire/MEDs and Tucson 911 installations of new 911 equipment has been completed as well as the upgrade for SS7 and the 10/20 digit ANI. Equipment upgrades are complete at the Pinal County Sheriff's Office. There are also discussions regarding upgrading Florence PD to a primary PSAP. In Yavapai County the addressing continues with Black Canyon City at 80% and Paulden at 75%. Prescott PD sometime mid December will begin dispatching for Prescott Valley.

The 911 Equipment on state contract due to expire on December 31, 2001 will be extended. Work is underway to develop a new RFP within the next six months.

Verizon, Alltel, Qwest Wireless, AT&T Wireless and Cricket are all Phase I in Pima County. The other three providers should be up by 1st quarter of 2002.

Susan mentioned that we provided the Legislative Committee a tour of PSAPs. We took them to Phoenix PD and to Buckeye PD. It doesn't look like they will meet again before they provide their report.

Susan also said the Barbara was working through some legal issues through the end of the year, regarding her ability to deploy Phase I statewide. If she is unable to move forward we will begin planning for deployment for our county.

7. Service Provider's Contact Information

Susan provided handouts of contact information for Cricket, AT& T and Teligent. She hopes to have a completed updated list by the next meeting. The next goal will be to have a uniform procedure in place with all of the providers for getting emergency contact

information.

8. Request for System Change

Mary Dysinger-Franklin noted that Fountain Hills had approached us on becoming a remote print PSAP. MCSO would continue to be the primary for the area with the Fire and EMS calls going to the Fire District's location. Tom Melton said the he did not think they were going to be allowed by their town to continue to be a fire district. Susan said that this whole thing has gone to the attorneys and that they were figuring this out. She wanted to move forward and approve the change in case they did proceed as this would need to take place as soon as possible. Tom Melton moved that should Fountain Hills continue their fire district and they provided their own service for 911 dispatch their request to be a remote print PSAP be approved. Joe Noce seconded and the motion carried.

9. Budget Amendment

Mary Dysinger-Franklin advised, that if Fountain Hills was to become a remote print PSAP the budget would need to be amended. The estimated cost is \$15,000. Joe Noce moved to request an amendment to the budget for the \$15,000 to allow Fountain Hills become a remote print PSAP. Patti Walton seconded and the motion carried.

Mary Dysinger-Franklin said that Phoenix PDs MIRAN did not get upgraded when the rest of their equipment did. The MIRAN is what allows callers to hear the recording when all their operators are busy. The equipment they currently have is antiquated and does not meet the needs of the callers. The cost to upgrade is approximately \$68,000. Tom Melton moved to request an amendment to the budget for the \$68,000 for the Phoenix PD upgrade. Michelle Busch seconded and the motion carried.

10. Technical Ad Hoc Working Groups

Susan mentioned that she wanted to try something different. Instead of having a set group of people form a technical subcommittee as in the past she would like to have those people interested in a particular issue form a working group to research the problems and report back to the PSAP Managers. This would keep one small group of people from having to do all the work as well as getting a more specialized group to work on each issue. The people on the working groups do not have to be PSAP Managers. They can be someone in your agency you feel has the knowledge and is able to do the work to be in the working group. This hopefully will encourage everyone to get involved.

Currently there are two issues that need to be addressed. The first will be the possibility of having a regional back up site. Tom Melton has volunteered to chair this group. Anyone interested should contact Susan at 602-262-4433. The other issue is the review of the 5-year plan. It has been a year since it was accepted. The group will review and make recommendations. Call Susan if you can work on this group or have any other ideas for working groups.

11. 9-1-1 Customer Premise Equipment Maintenance RFP

Susan advised that the RFP responses had been submitted and reviewed. The committee had some questions that needed clarified. After a certain amount of time the city recommended to reissue. The working group recognized that some areas were not clear so they will revise and reissue the RFP. They hope to have it reissued by the first part of December.

12. FAA Notification Procedure

Susan provided a copy of the FAA procedure on how to handle calls reporting an emergency on board an airplane.

13. PSAP Operational Procedures

Susan advised that we have been working on getting the operational procedures updated and distributed. The handbook should be available soon. Joe Noce asked if we shouldn't wait until the consultant study was completed and also asked when that would be. Susan advised that they had completed the project and that MAG was reviewing it. They had an issue with one section and would look at editing it, feeling that only those things that will be done should be on the study. Concerns were expressed about this being a public document that was paid for by the State. Joe Noce also stated that in the beginning we told the consultants we had no predefined paths and did not want to limit them. We wanted an outside look in. Susan said she would take these concerns to MAG.

Mary provided everyone with a draft of the handbook now known as the 911 System Manual and asked them to review it. She needed any comments back by December 1. She also mentioned that besides the various changes three sections have been added: Budget, 911 Net and MSAG as well as numerous appendices.

Susan also mentioned that at the last meeting their had been discussion on announcing a 911 call. After reviewing the 911 system manual it was determined that a primary PSAP did need to announce a call to another primary PSAP but a call from a primary PSAP to a secondary did not. This keeps the confusion of a call to a minimum.

Susan thanked Mark Bach and the Yavapai Nation for their hospitality.

Next meeting was scheduled for Thursday, January 17, 2002 at 9:00 a.m. The meeting will be held at:

**Rural Metro Fire Dept
4141 N Granite Reef
Scottsdale, AZ**

The meeting was adjourned at 10:33 a.m.